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June 10, 2004

VIA HAND DELIVERY

Hon. Deborah Taylor Tate, Chairman
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

Re: *Docket to Establish Generic Performance Measurements, Benchmarks
and Enforcement Mechanisms for BellSouth Telecommunications, Inc.*
Docket No. 01-00193

Dear Chairman Tate:

Consistent with the terms of the Settlement Agreement relating to performance measurements approved by the Authority in this proceeding, BellSouth is filing fifteen copies of a Notification Report for the July 2004 data month and a Preliminary Notification Report for the data month of August 2004. These Reports are being filed with all of the state public service commissions in BellSouth's nine-state region.

Copies of the enclosed are being provided to counsel of record. Thank you for your assistance in this regard.

Very truly yours,

A handwritten signature in black ink, appearing to be "Guy M. Hicks", written over a horizontal line.

Guy M. Hicks

GMH:ch



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June 1, 2004

DELIVERED BY HAND

Mr. Reece McAlister
Executive Secretary
Georgia Public Service Commission
244 Washington Street, S.W.
Atlanta, Georgia 30334-5701

Re: *Performance Measurements for Telecommunications Interconnection,
Unbundling and Resale; Docket No. 7892-U*

Dear Mr. McAlister

Consistent with the Commission's July 19, 2002 Order, BellSouth Telecommunications, Inc. ("BellSouth") is filing a Notification Report for the July 2004 data month and a Preliminary Notification Report for the data month of August 2004. These proposed changes will be discussed at the June 7, 2004 industry conference call.

Enclosed herein please find an original and seventeen (17) copies, as well as an electronic version, of these Data Notification Reports. I would appreciate your filing same in the above-referenced docket and returning the two (2) extra copies stamped "filed" in the enclosed stamped, self-addressed envelopes.

Thank you for your attention to this matter.

Yours very truly,


Bennett L. Ross

BLR:nvd
Enclosures

cc. Mr. Leon Bowles (w/enclosure) (via electronic mail)
Mr. Patrick Reinhardt (w/enclosure) (via electronic mail)
Parties of Record (w/enclosure) (via electronic mail)

539908/539362/639366

PROPOSED JULY 2004 DATA NOTIFICATION

BellSouth proposes making the changes described in this document to generate results for the July 2004 data month. Results for the July 2004 data month will be posted as follows:

Preliminary results August 20, 2004
Final results August 31, 2004

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

Ordering Measurements

- (1) *Affected Measures:* OSS-1, OSS-2, and all Pre-Ordering & Ordering Measures

Description of Change: In anticipation of Encore Release 16.0 and the associated modifications to the sequence of data fields from BellSouth's source systems (e.g., LEO, LESOG, etc.), BellSouth proposes changes to PMAP to ensure that data continues to be correctly captured and reported. This proposed change was Item (1) on the Preliminary July Data Notification filed on May 3, 2004

Impact of Change: None.

- (2) *Affected Measures:* O-8 & O-9

Description of Change: Currently, PMAP code is not excluding non-business hours from the FOC Timeliness and Reject Interval calculations for Local Interconnection Trunks as required by the SQM. BellSouth proposes to correct the code to exclude non-business hours consistent with the SQM. This proposed change was Item (2) on the Preliminary July Data Notification filed on May 3, 2004 (RQ5160)

Impact of Change: For January 2004, in Tennessee, the result for FOC Timeliness would improve from 88.89% to 100% and Reject Interval would improve from 66.67% to 91.67% for Local Interconnection Trunks

(3) *Affected Measures:* O-8, O-9 & O-11

Description of Change: Currently, PMAP is not capturing the appropriate FOC/Clarification response time for ELMS6 LNP LSRs. BellSouth proposes to correct this issue by obtaining the appropriate timestamp from another field in the LNP data feed. This proposed change was Item (3) on the Preliminary July Data Notification filed on May 3, 2004. (RQ5188)

Impact of Change: For March 2004, for the Region, 83 of 3405 LNP records reported incorrect times for FOC Timeliness, 14 of 784 LNP records reported incorrect Clarification times and 97 of 4180 LNP records reported incorrect times for FOC and Reject Completeness.

(4) *Affected Measures:* O-7 & O-8

Description of Change: Currently, BellSouth is incorrectly reporting Partially Mechanized LSRs originated via ELMS6 as Fully Mechanized when the service representative works the LSR but does not identify it correctly. BellSouth proposes to change the PMAP code to correct this problem. This proposed change was Item (4) on the Preliminary July Data Notification filed on May 3, 2004. (RQ5197)

Impact of Change: For February 2004, 91 Fully Mechanized LSRs for the region should have been reported as Partially Mechanized LSRs. Of these 91 LSRs, 6 were reported as misses for Fully Mechanized with no change to the total result

(5) *Affected Measures:* O-3 & O-4

Description of Change: Currently, certain LEO LSRs originated via ELMS6 are being erroneously counted as "planned manual" fallout on the Flow-Through report because of a difference in the text of an audit message between TCIF9 and ELMS6. BellSouth proposes to correct the Flow-Through code to look for the new text. This proposed change was Item (5) on the Preliminary July Data Notification filed on May 3, 2004. (RQ5198)

Impact of Change: For February 2004, 80 LSRs were incorrectly counted as "planned manual" fallout. For that period, aggregate and UNE Flow-Through would have improved by .01%.

Provisioning Measurements

(6) *Affected Measures:* P-1

Description of Change: Currently, Local Interconnection Trunk data is missing from the Held Order Interval Report. BellSouth proposes to include Local Interconnection Trunk data in this report as required by the SQM, to the extent such data exists. This proposed change was Item (6) on the Preliminary July Data Notification filed on May 3, 2004 (RQ4816)

Impact of Change: For January 2004, Florida Held Order Interval for CLEC Local Interconnection Trunks would have been 10 days with two orders being held during that month. The BST Analog would be 21 days with nine total orders being held during that month.

(7) *Affected Measures:* P-11 (Louisiana only)

Description of Change: Currently, the PMAP code is incorrectly populating CLEC volume in the interval distribution on the CLEC Specific MSA reports for LNP products. Instead of reflecting the total CLEC volume for the product as the denominator, the denominator for each interval distribution is the same as the numerator. BellSouth proposes to correct this problem. This proposed change was Item (7) on the Preliminary July Data Notification filed on May 3, 2004. (RQ5032)

Impact of Change: None

(8) *Affected Measures:* P-11

Description of Change: In anticipation of Encore Release 16.0 and the associated modifications to the sequence of data fields from BellSouth's source systems (e.g., LEO, LESOG, etc.), BellSouth proposes changes to PMAP to ensure that data continues to be correctly captured and reported. This proposed change was Item (8) on the Preliminary July Data Notification filed on May 3, 2004. (RQ5210)

Impact of Change: None

(9) *Affected Measures:* P-1, P-2A, P-2B, P-3, P-4A, P-4B, P-5, P-6 & P-9

Description of Change: Currently, BellSouth is not capturing all retail ADSL classes of service for these measurements. BellSouth proposes adding additional information to the product classification rules to identify and report all orders with retail ADSL activity. This proposed change was Item (9) on the Preliminary July Data Notification filed on May 3, 2004. (RQ5216)

Impact of Change For February 2004, in Florida, the Held Order Interval volume for ADSL, Dispatched, <10 Circuits, and Held for Facilities, would have increased by 15, or 5.8%. For Business, the Held Order Interval volume within the same categories would have decreased by 15, or 7.7%.

- (10) *Affected Measures:* P-13B

Description of Change: With the implementation of Encore Release 16.0, BellSouth will have the ability to mechanize the process for identifying LNP orders that are eligible for application of a Trigger. BellSouth proposes to mechanize the process for determining Trigger eligibility within PMAP. (RQ5338)

Impact of Change None

Billing Measurements

- (11) *Affected Measures:* B-10 (Florida, Georgia, North Carolina, and Tennessee)

Description of Change: Currently, invalid records, such as duplicate entries in the Billing Dispute Activity Tracking System (BDATS) dispute file, are being counted in the results. BellSouth proposes to correct this error. This proposed change was Item (10) on the Preliminary July Data Notification filed on May 3, 2004. (RQ5184)

Impact of Change: For March 2004, in Florida, 0.4% of the total records reported were invalid.

Database Measurements

- (12) *Affected Measures:* D-2

Description of Change: Currently, BellSouth is providing a regional report for this measure even though it is not required. BellSouth proposes discontinuing the production of a regional report for this measure consistent with the SQM. This proposed change was Item (11) on the Preliminary July Data Notification filed on May 3, 2004. (RQ5068)

Impact of Change. The report will no longer be produced.

PRELIMINARY AUGUST 2004 DATA NOTIFICATION

BellSouth is considering making the changes described in this document to generate results for the August 2004 data month. Results for the August 2004 data month will be posted as follows:

Preliminary results September 20, 2004
Final results September 30, 2004

BellSouth provides Data Notifications each month in compliance with the Georgia Public Service Commission's Order of July 19, 2002. This order specifies that when BellSouth proposes making any changes to the methods by which performance data is calculated, it must provide written notice. This notice must be provided on the first business day of the month before the data month in which the change will be made. BellSouth must also provide notification if it is considering making changes to the method of calculating data for the following month.

The "Affected Measures" described in this notice are those set forth in the Georgia Service Quality Measurement (SQM) Plan, unless otherwise noted. All "Impact of Change" descriptions are stated at the measurement level, unless the sub-metric level is specified.

Ordering Measurements

(1) *Affected Measures:* O-11

Description of Change: Currently, for LSRs processed by COG, PMAP is counting fatal reject notices as LSRs with no response. BellSouth only has a record of the fatal reject notice, not the LSR that generated it. Since these notices are not LSRs, they should not be reflected in this measure consistent with the SQM. BellSouth proposes to discontinue counting fatal reject notices in the denominator of this measure (RQ5226)

Impact of Change: Regionwide, for March 2004, 22 fatal reject notices were incorrectly counted in the denominator of this measure.

(2) *Affected Measures:* O-11

Description of Change: Currently, BellSouth is reporting Non-Mechanized LSRs received at the end of the previous month and responded to in the current month in both data months. The response was correctly reported with the prior month's data but it is also incorrectly reported as an LSR with no response in the current data month. BellSouth proposes to correct this problem. (RQ5292)

Impact of Change: For March 2004, in Georgia, the result for Non-Mechanized LSRs for UNE LNP (Standalone) would increase from 96.68% to 97.85% (1.17%).

- (3) *Affected Measures:* O-12 (North Carolina only)

Description of Change: Currently, the column labeled CLEC Calls Abandoned on the statewide aggregate report incorrectly reflects the number of retail calls abandoned. BellSouth proposes to correct this problem. (RQ5295)

Impact of Change: None.

Provisioning Measurements

- (4) *Affected Measures:* P-7 & P-7A

Description of Change. Currently, BellSouth is not excluding orders that have CLEC caused delays from these measures as required by the SQM. However, BellSouth is excluding orders that have been identified internally as being in jeopardy of missed due dates, regardless of whether the date was actually missed. BellSouth proposes to correct these problems (RQ5104)

Impact of Change: For January 2004, in Georgia, there would be no change to the P-7 measure. For P-7A, there would be an addition of 19 orders. However, the metric would remain 100% after the implementation of this change.

- (5) *Affected Measures:* P-1

Description of Change. Currently, all statewide aggregate and 12-month Held Order Interval reports incorrectly disaggregate held orders by appointment reason, either as Equipment, Facilities or Other. This disaggregation is only required on the CLEC Specific reports. Consistent with the SQM, BellSouth proposes to remove the appointment reasons from the Aggregate and 12 month reports. (RQ5208)

Impact of Change. The Aggregate and 12 month reports will no longer be disaggregated by appointment reason.

539366

PARTIES OF RECORD

Docket No. 7892-U

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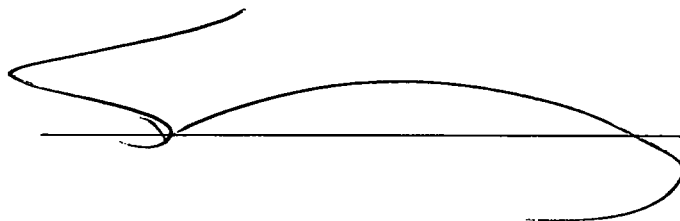
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CERTIFICATE OF SERVICE

I hereby certify that on June 10, 2004, a copy of the foregoing document was served on the following parties, via the method indicated:

<input type="checkbox"/> Hand	Martha M. Ross-Bain
<input type="checkbox"/> Mail	AT&T
<input type="checkbox"/> Facsimile	1200 Peachtree Street, Suite 8100
<input type="checkbox"/> Overnight	Atlanta, Georgia 30309
<input checked="" type="checkbox"/> Electronic	rossbain@att.com
<input type="checkbox"/> Hand	Henry Walker, Esquire
<input type="checkbox"/> Mail	Boult, Cummings, et al.
<input type="checkbox"/> Facsimile	P. O. Box 198062
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<input type="checkbox"/> Hand	Jon E. Hastings, Esquire
<input type="checkbox"/> Mail	Boult, Cummings, et al.
<input type="checkbox"/> Facsimile	P. O. Box 198062
<input type="checkbox"/> Overnight	Nashville, TN 37219-8062
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<input type="checkbox"/> Hand	Dana Shaffer, Esquire
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A large, stylized handwritten signature in black ink, featuring a prominent loop and a long horizontal stroke.